



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Enterprise Business Operations - DAS
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 6	Job Profile ID:	1486
Business Title:	Colocation Technician (Unfilled)	Position ID:	00000029666
Employee Name:		Company ID:	10700
Representation:	OAS	Budget Auth No:	971780
Location:	Salem DAS State Data Center		
Supervisor:	Nandi Hermann (Information Technology Manager 2)		
Position:			
Time Type:	Full Time		
FLSA:	Non-Exempt		
Exempt Reason:			
Overtime Eligible:			
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Oregon Department of Administrative Services (DAS) is dedicated to enhancing the efficient and effective use of state resources. Our mission is to support government operations through the delivery of essential services and centralized infrastructure. DAS plays a critical role in helping state agencies and policymakers achieve their goals, benefiting Oregonians across the state. Together we:

- Provide centralized government infrastructure services such as purchasing, risk management, facilities management, surplus property, and motor fleet operations.
- Establish statewide policies, conduct performance reviews, and ensure agency compliance.
- Lead the implementation of statewide performance measurement programs to drive continuous improvement.
- Support workforce development and training for state employees to foster a skilled, adaptable team.
- Manage personnel systems that encourage fair, responsive, and cost-effective human resource practices.
- Deliver objective, credible management information and analysis to policymakers for informed decision-making.
- Operate statewide financial and administrative systems to ensure accountability and transparency.

We strive to provide the foundation and leadership needed for effective government, partnering with agencies, partners and Oregonians to serve the people of Oregon.

The Office of the Oregon State CIO (OSCIO) is a state government-wide information technology (IT) program led by Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor and works closely with the COO and state leadership on adoption of statewide IT policies, standards, and governance. The OSCIO has independent statutory authority and is aligned with the DAS budget. The office has 254 FTE and is funded by assessment and rates charged for the services provided.

The OSCIO provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the setting of statewide IT standards. The OSCIO provides training, and direction to ensure IT integrity, security, and consistency across state agencies by working closely with elected officials, political subdivisions, state agencies and IT leadership. The OSCIO team is built on collaboration and support. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. OSCIO is committed to hiring highly skilled, diverse, and dedicated employees who will bring a unique skill set to the team. The Office is comprised of the following divisions: Enterprise Technology Services, Enterprise IT Governance, Enterprise Security and Strategic Acquisition and Vendor Management.

Data Center Services (DCS) is a shared service organization designed to serve the unique needs of its customers in many locations throughout Oregon's 36 counties. DCS develops and operates the State of Oregon's computing and networking infrastructure – 24 hours a day, seven days a week. DCS serves the majority of the state's largest agencies and handles the information technology (IT) demands of more than 150 small agencies, boards, commissions, and other governmental entities.

Data Center Services (DCS) is a shared service organization within EIS. DCS serves the citizens of Oregon by enabling and supporting the missions of more than 150 State of Oregon agencies, Boards and Commissions through the delivery of Information Technology (IT) services. The DCS team maintains and operates a state-of-the-art Data Center, providing a highly secure environment with redundant infrastructure for high availability and efficiency. The services we provide include network connectivity (WAN, LAN, and Wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation and data backup services.

a. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The

primary purpose of this position is to:

Provide technical, troubleshooting, provisioning leadership, and inventory support for Data Center Services' computer systems and remote sites, including Disaster Recovery sites. The Colocation Technician leads provisioning efforts for colocation spaces and infrastructure services, ensuring timely and accurate deployment of network, power, and hardware installations.

This is an active, hands-on role which relies on problem solving capabilities and self-reliance. The technician will be responsible for assisting customers on the Data Center floor as well as via phone, assisting with customer equipment installs, managing tickets within the ticketing system, communicating and escalating alerts and requests to clients and internal teams. This position works in collaboration with other technical disciplines in the Data Center and vendors.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

40%-N-E Customer Assistance:

25% Communications – Diagnoses user problems via the phone and by remote connection. Prioritizes fixes and considers the broad impact of errors and changes. Opens problem tickets with vendors. Resolves most connectivity issues. Researches recurring and widespread problems, documents in ticket tracking system. Performs physical security walkthroughs, administration of security sign in procedures for all colocation customers, visitors, third parties while adhering and enforcing established Data Center security standards. Creates and maintains effective customer relationships with the customer experience as the ultimate goal. Coordinates equipment/material receiving, shipping and processing support as/when required. Provides customer, vendor and security escorting as needed. Provisions new colocation spaces. Diagnoses problems affecting the state's hardware infrastructure at multiple remote location Bend, Coordinates fixes and solutions with vendors and Data Center technical areas.

5% Software – Manages server and network hardware/components, copper and fiber infrastructure installation and testing, data center productivity and support tools, applications, software (Windows, Linux, SSH, RDP, Putty, etc.), and Data Center Infrastructure Management (DCIM) related tools. Documents all answered call and help desk tickets accordingly utilizing ticketing software. Conducts formal and informal training of staff as needed.

10% Hardware – Analyzes error codes and diagnostic messages on power systems, HVAC and cable connectivity using various analysis and trace tools in a mixed environment that has high levels of changes. Replaces cards such as Windows server NICs and performs minor physical repairs. Builds cabinets, chimneys, cages and performs ladder rack installation. Coordinates equipment installation and delivery schedules in accordance with set project plans. Diagnoses connectivity problems in a mixed environment. Discovers and troubleshoots equipment problems. Coordinates repair and replacement solutions regarding mission critical hardware with vendors and technical staff.

35%-N-E Operations:

20% Communications – Schedules and performs fiber and copper cable installations and power availability to control resource utilization and volume. Calculates, enters, and verifies power requirements and cable specifications. Considers costs, timing, requirements and power/space utilization factors. Performs initial installations in test and production, troubleshooting and resolving issues in the process. Creates and updates process documentation such as switch port labeling, rack inventory. Ensures installed devices are compatible and all security controls are followed. Works independently with multiple vendors and agency customers. Enters change management requests that have the potential for high impact to the Colocation environment, and presents them to internal and external customers. Maintains site security protocols, badging requirements and data protection procedures. Proactively identifies improvements that would increase efficiency or productivity in work effort, processes, or application features and recommends changes and improvements. Implements various technologies into raised floor cabinets according to design specifications. Completes wiring of hardware components to ensure connectivity and redundant power availability. Installs cables while ensuring Data Level Security requirements and requirements outlined in work orders are met.

5% Software – Prioritizes workloads and workflows for timely completions of customer requests. Analyzes and diagnoses system failures and performance problems. Takes corrective actions. Coordinates changes with customers and communicates with vendors

to resolve problems. Creates activity reports in the global Data Center Infrastructure Management tool (DCIM Sunbird) and regularly reviews them for any security issues or access problems. Escalates any issues discovered to management.

10% Hardware – Assists in installing new and upgraded technology. Creates connections in a mixed environment with moderate change. Manages inventory to ensure adequate levels for business needs. Leads and coordinates provisioning activities by working with multiple Computing Services technical areas to ensure accurate and efficient network and power connectivity for multiple server platforms. Works with business partners to identify needs, issues, risks and/or solutions and sets priorities that aligns with goals. Integrates the various technology hardware pieces into the design, collaborates with all technical teams and project managers to ensure successful deployments at the remote sites. Performs inventory management to ensure hardware connectivity related supplies are readily available.

25%-N-NE Construction:

15% Communications – Performs business analysis and introduces new and innovative technology to the Colocation service line. Participates on projects which may be large or unusual in a varied environment. Works independently with multiple vendors from existing contracts. Builds implementation plans for a varied environment with multiple technologies involved. Cooperates with multiple cross-agency customers to implement their technology solutions into the Colocation environment. Conducts needs assessments to determine the most ideal solutions for Colo customers. Describes the structure, characteristics, behavior, and other aspects of the Colocation service to beneficial parties. Produces architecture prototypes, proof of concept or proof of value for evaluation, business process modeling. Performs space planning and growth projection activities. Evaluates and works on significant compatibility issues for major upgrades that may affect the service.

10% Software – Automates new processes that have a wide variety of users and hardware/software systems. Identifies new software version compatibility issues and provides recommendations to integrate. Investigates any security issues related to software. Monitors the performance of the overall system and escalates problems found. Evaluates and selects between multiple vendor proposals. Coordinates the implementation of new technology to the State and the Colocation Service in a rapidly changing environment that can also include unusual business requests at times, requiring a high level of coordination and communication with multiple technical domains, agencies and vendors. Creates recommendations that include cost and performance specifications.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

An Office environment working at a computer terminal for long periods of time, as well as working in or around noisy machinery in a raised floor data center environment. Lifting of equipment from 20-50 pounds is a common occurrence. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes). Business needs may require re-assignment to one of three shifts (days, swing or graveyard) and with short notice.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies
- Department Rules

How are these guidelines used?

They provide general guidance and policy directions and framework to the incumbent who must interpret and apply them as

necessary for each application. Incumbent must make decisions concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters. Used to determine correct operational procedures necessary for efficient operation of statewide computer systems and work processes and procedures to ensure a consistent quality of services. Assures compliance with correct rules and procedures in performing daily work assignments.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Management	In Person, by mail, email or telephone	Information share/Recommendations	Daily

State Agency & Internal Staff In Person, by mail, email or telephone
Vendors In Person, by mail, email or telephone

Troubleshooting Daily
Information share/Problem resolution Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Decisions made have direct effect in ensuring the computing systems perform to optimum standards.
Inaction or bad decisions may cause the systems to become inoperable to users on a statewide basis.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Information Technology Platforms and Systems Manager 2 Evaluation	2 2514884	In Person	Quarterly	Performance
Information Technology Platforms and Systems Manager 2	2514884	In Person, by mail, email or telephone	As Needed	To ensure understanding of the system requirements and that all security measures are being enforced.

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.
- Skilled in current technologies, software and hardware standards, and the use of computing resources
- Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills.
- Ability to comprehend industry terminology, trends, and best practices related to the physical layers of facility infrastructure and or data processing architecture.
- Ability to communicate complex technical issues to non-technical customers. Communication must be at a professional level with attention to grammar, spelling, and punctuation.
- Demonstrated ability in providing excellent customer service.
- Ability to install and neatly manage copper, DACs, Cat5/6, fiber and other network cable/connector types in a raised floor environment.

- Proficiency in Microsoft Visio for diagramming technical environments, network layouts, and space planning documentation.
- Knowledge of switches, firewalls and managed storage devices.
- Good working knowledge of DCIM tool(s) is a plus.
- General knowledge of server/network equipment and software support configurations.

Behavioral Expectations:

- Prepare for meetings, bringing issues and solutions for the team to resolve;
- Share in leadership, and actively support decisions made by the management team;
- Participate in cross-functional or problem-solving teams as needed; and
- Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management)

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
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SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee	Date
Manager	Date
Appointing Authority	Date